POWSZECHNY ZAKŁAD UBEZPIECZEŃ SPÓŁKA AKCYJNA organizational structure

President of the Board

Members of the Board

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- internal audit
- internal control
- legal consulting
- PZU Group strategy
- project management and M&A
- corporate security
- marketing
- direct sales
- sales support
- sales analysis
- debt collection
- counteracting insurance crime

Corporate Management Department:

- corporate management
- PZU Group corporate governance • relations and corporate
- communication
- sponsorship
- prevention
- **HR Department:** HR

• HR operations

Administration and Logistics

- **Department:**
- administration
- real estate
- purchase

Claims and Benefits Service and Remote Channels Department:

- claims and benefits service
- assistance
- remote customer service
- Insurance Operations Department:
- insurance operations
- after-sales customer service

Individual and SME Insurance

Product Department:

- management of individual and SME insurance products and insurance programs (offer management, actuarial tariff, underwriting, analysis)
- Group Network Department:
- branch network management
- **Multiagency and Brokerage**

Sales Department:

 multiagency and brokerage sales and sales network management

Exclusive Sales Department:

• exclusive sales and sales network management

IT Department:

- IT strategy and project management
- IT architecture and infrastructure management
- management and development of IT systems
- IT support
- cybersecurity

• reinsurance

Corporate Client Department:

- corporate sales management
- corporate product management (offer management, underwriting and risk assessment, analysis)
- financial risk insurance
- corporate business strategy and development
- corporate business service
- Dealer Programs Department:
- dealer programs and sales network management

Cooperation with Banks

and Strategic Partner Department: bancassurance

• innovations and AI

- (management of product and sales, actuarial tariff, analysis)
- assurbanking
- coordination and supervision of cooperation with PZU Group banks • strategic partnerships and new
- businesses **Customer and Digital Services**

Department:

- CRM
- eCommerce
- management of digital processes and services
- customer relationship and

- analysis and sales support
- after-sale service

actuarial

Investment Department:

- assets allocation
- macroeconomic analysis
- alternative investments real estate investments
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treasury Financial Department:

- information management
- planning and controlling •
- tax policy •
- accounting •
- insurance accounting
- internal operations •
- experience management

Health Insurance Department:

- health insurance management



